

### 3. ADMISSION AND DISCHARGE

REQUIREMENT	THE CONTRACTOR'S UNDERTAKING/PROPOSALS	CONTRACTOR'S AUDIT PROPOSAL
<b>3.1 ADMISSION</b>		
<p><i>The Contractor shall ensure that the Removal Centre is operationally capable of safely, securely, humanely and efficiently dealing with the admission of at least 2500 Detainees each month and will provide a system which assesses their needs on reception, records information and maintains privacy and dignity.</i></p> <p><i>The Contractor shall:</i></p>	<p>GSL will submit detailed admission proposals for approval 3 months before the Commencement Date.</p> <p>GSL confirms that all of its procedures and staffing are designed around the requirement to admit 2500 detainees a month safely, securely, humanely and efficiently and that the admission process will offer privacy and confidentiality. Systems will maintain privacy and dignity.</p>	
<b>3.1.1 Admit a Detainee to the Removal Centre 24 hours a day every day of the year as directed by the Authority.</b>	GSL will admit Detainees to the Removal Centre 24 hours a day every day of the year, as directed by the Authority.	
<b>3.1.2 Co-operate fully with the In-Country Escorting Contractor and Overseas Escorting Contractor to ensure the safe admission of a Detainee.</b>	<p>GSL staff will co-operate fully with the In-Country Escorting Contractor and Overseas Escorting Contractor to ensure the safe admission of all Detainees. GSL will ensure co-operation with the contractor's personnel.</p> <ul style="list-style-type: none"> <li>GSL will liaise with the local managers of the In-Country Escorting and Overseas Escorting Contractors through quarterly minuted meetings.</li> </ul>	The admissions process, including searching, will be subject to quality checks by the Detainee Reception Team Leader on a daily basis. A senior manager will also observe the process on at least one occasion every monthly.
<b>3.1.3 Check the detention order of each Detainee who is admitted to the Removal Centre for accuracy and completeness, and implement procedures when the authority to detain is unclear.</b>	GSL will ensure that admissions staff check the Detention Order of each Detainee who is admitted to the Centre for accuracy and correctness.	Reception staff job description. Training Records. The process being subject to audit as detailed above.
<b>3.1.4 Implement a reception process, which</b>		

<p><b>19.1.3 A minimum of 1 Advanced Trained C&amp;R unit is available at any time;</b></p>	<p>GSL will ensure that the number of staff trained will meet the requirement to provide one unit with Advanced Control and Restraint Training at any time.</p>	
<p><b>19.1.4 A shift pattern for DCOs and Managers is in place that ensures that maximum opportunities for Detainee/Staff contracts are maintained;</b></p>	<p>GSL will ensure that shift attendance patterns operated by the DCO and management grades are delivered in terms of Document A and B.</p> <p>The on-duty staffing complement will provide adequate staff numbers to ensure that the planned opportunities for Detainees can be delivered.</p> <p>Full-time DCO staff will work an average 48-hour week. The longest shift will be 12 hours</p> <p>The routine and activity programme requires that a greater number of DCO and manager hours will be scheduled between the times of 0900–2100 hours. The core of regime activities, access to social visitors, legal and case-related visitors and lunch/evening meal times fall within this period. GSL will achieve a high quality Detainee/staff contact by operating a daily staffing roster that provides clear shift detail and guidance to all GSL staff regarding their duty assignments.</p> <p>Rostered levels of staffing will be appropriate to ensure a safe environment during 'quiet' hours, between 21:00- 08:00 hours.</p> <p>GSL will ensure that an appropriate level of management is on duty every day of the year to ensure that the Centre is managed adequately, staff are supervised appropriately in the performance of their duties, and that Contract requirements are consistently met.</p> <p>The Duty Manager will ensure that continuous operations are maintained throughout the Centre and that security, admissions and discharges are deliverable throughout the 24hour period.</p> <p>An operational member of the Senior and Middle Management Team will be nominated as Duty Manager on a daily basis and will provide an 'on-call' service when not on site. On-site provision will normally be 0800 - 1700 daily, although these hours may be modified by the GSL Director of Service Delivery (Immigration) or Centre Director, depending on any particular</p>	<p>Daily Staff Detail.</p>

	<p>management and succession planning processes, which will supply staff for internal promotion or lateral appointment. External recruitment and selection will be utilised to source as appropriate in accordance with 20.1.1.</p> <p>The Centre Director will be accountable for the leadership and direction of the Centre.</p> <p>The Senior Management Team (SMT) will be structured to:</p> <ul style="list-style-type: none"> <li>• Effectively manage the Centre.</li> <li>• Provide on call and 24/7 – 365 day duty manager cover.</li> <li>• Ensure compliance with service delivery standards and operational requirements.</li> <li>• Create and foster a culture of openness and care, and a safe environment in which Detainees and staff are treated with dignity, respect and openness.</li> <li>• Develop and foster relationships within the community and with relevant external agencies and stakeholders.</li> </ul> <p>The Centre Director will be supported by three Senior Managers with functional responsibilities for:</p> <ul style="list-style-type: none"> <li>• Head of Operations (Duty /On-call)</li> <li>• Head of Central Services (Duty/On Call)</li> <li>• Head of Care and Residence (Duty/On Call)</li> </ul> <p>There will also be a further four Operational Band 3 Managers performing the task of Duty/On Call Manager.</p> <p>The nominated Duty Manager will on a daily basis be 'on-call' and contactable at all times when not at the Centre. The on-site provision will be 08.00-17.00 Monday to Friday, and 7 hours Saturday and Sunday.</p> <p>This may vary depending on operational needs. The senior member of staff on duty when the Duty Manager is not in the</p>	<p>Senior Managers Duty Rota and on-call arrangements will be published and archived and audited periodically.</p> <p>The Employee Development Review forms will be held on the Personnel file of each individual and will be monitored by Human Resources. Regular staff surveys will objectively monitor staff satisfaction with managerial arrangements.</p>
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